



U.S. Department
of Veterans Affairs

Fact Sheet

Office of Public Affairs
Media Relations

Washington, DC 20420
(202) 461-7600
www.va.gov

Patient Access Progress Update Release 32 – October 22, 2015

Summary

In keeping with the commitment to improve transparency in Department of Veterans Affairs' (VA) processes and in accordance with Section 206 of the Veterans Access, Choice, and Accountability Act of 2014 (VACAA), VA today released the [latest update of facility-level patient access data](#) and is highlighting notable access improvements. In this release, VA is providing two reports:

- 1. Completed Appointments (As of September 2015)***
- 2. Pending Appointments (Snapshot of data on October 15, 2015)***

Notable Improvements:

1. Nationally, VA completed more than 61.5 million appointments between October 1, 2014 and September 30, 2015. This represents an increase of 2.1 million more appointments than were completed during the same time period in 2013/2014.
2. VHA created nearly 2.6 million authorizations for Veterans to receive care in the private sector from October 7, 2014 through October 6, 2015. This represents an 8 percent increase in authorizations, when compared to the same period in previous years.
3. VA completed 96.7 percent of appointments in September 2015 within 30 days of the clinically indicated or Veteran's preferred date; 91.52 percent within 14 days; 86.45 percent within 7 days; and 22.78 percent are actually completed on the same day.
4. From June 1, 2014 to October 15, 2015, the Electronic Wait List went from 56,271 appointments to 42,281, a 24.86 percent reduction.

*Both reports are created using "Wait Times Calculated Using Preferred Date," which utilizes the date a Veteran prefers to be seen or the date determined to be medically necessary by their clinical provider.